

## **ABSTRACT**

The present invention is related to the delivery of requests for emergency service initially handled by an emergency service call center to a public safety answering point. The invention additionally allows for enhancement information to be provided to a public safety answering point operator visually in connection with calls routed to that public safety answering point. This information may include caller identification, and additional information, such as information regarding the location of the caller and the nature of the emergency. Furthermore, the routing of requests for emergency service to an appropriate public safety answering point can be accomplished for requests received over a wide geographic area. In particular, requests can be appropriately routed even though they may originate from locations encompassed by different E9-1-1 tandems. The present invention is particularly well suited for use in connection with automatic collision notification and personal alarm monitoring call centers serving areas encompassed by more than one E9-1-1 tandem.

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